

Complaint Policy

Introduction

doctorportal Learning Pty Ltd, trading as 'CPD Home' is a jointly owned subsidiary of the Australian Medical Association (WA) Inc, and Australian Society of Anaesthetists.

CPD Home is available to non-exempt medical practitioners in Australia at www.cpdhome.org.au. It is not limited to members of the AMA.

Background

CPD Home is committed to ensuring that those who interact with us as subscribers, education providers, clinical experts, advisors, or service providers know they can bring to our attention if they:

- have been treated in a manner inconsistent with our code of conduct or any of our policies;
- are aware of any behaviour or interactions that are inconsistent with our code of conduct or any of our policies; or
- have identified a failing or inconsistency in a CPD Home policy, procedure or process.

As part of our commitment to good governance, ethical conduct, continuous quality improvement and acting in line with the principles of procedural fairness and natural justice we undertake in a timely manner to respond to, investigate and where practicable address or facilitate the resolution of any matter mentioned above that is the subject of a complaint.

To ensure complaints are accurately recorded and actioned in a timely manner CPD Home provides a Complaints Portal through which complainants advise of their complaint.

Purpose

This policy outlines principles and processes CPD Home employs for handling complaints.

Objective

This policy aims to provide assurance to individuals or entities making a complaint to CPD Home, and to those who may be the subject of a complaint, that they will be treated fairly and respectfully, afforded confidentiality and natural justice, and that every reasonable effort to resolve the complaint will be undertaken in a timely manner.

Scope

This policy applies to any person or entity subscribing to, providing educational content to, or engaging in business with CPD Home, who has a complaint about:

- the way they have been treated by a CPD Home staff member or decision maker; or
- a CPD Home policy, process or procedure considered to be lacking, discriminatory, unfair or unreasonable.

This policy applies to complaints made in writing (via the CPD Home Complaint Form), properly completed, and submitted via the Complaints Portal.

Policy

Complaints to CPD Home via the Complaints Portal must:

- specify the name, email address and contact details of the Complainant
- specify the details and circumstances of the complaint and all relevant facts, matters and issues the Complainant considers relevant
- include (via upload) all relevant materials, documents and evidence that the Complainant possesses that the Complainant considers relevant to the determination of the Complaint

- identify to the best of the Complainant's ability any person or entity directly involved in the matter that has given rise to the Complaint
- specify what redress or resolution the Complainant seeks
- specify if the matter that has given rise to the Complaint has been referred to or is being currently dealt with any other entity, person, or external body.

CPD Home in managing complaints will:

- record the date and nature of the complaint;
- advise the Complainant with 10 days of receipt of their complaint and that upon initial assessment further contact will be made to advise the outcome of the assessment and next steps;
- respond to complaints in a professional and timely manner;
- not progress any complaint referred to or being dealt with by any other entity, person, or external body;
- take all reasonable steps to protect and respect the confidentiality of the people involved in a complaint, and not reveal any personal details except where it is necessary for investigating and resolving the complaint;
- assess what action is required to best resolve the matter;
- advise the Complainant of the outcome of the assessment of their complaint, including:
 - whether further action is warranted;
 - if applicable, to whom within CPD Home, it has been referred to for action or investigation;
 - if applicable, what the next steps to be taken are;
- base any decisions regarding the complaint on relevant evidence, not suspicion, gossip or rumour;
- apply the principles of procedural fairness and natural justice across all affected parties; and
- consider any complaint with fairness and objectivity;
- if applicable, advise the Complainant of:
 - the outcome of any investigation undertaken and determination/s made in response to the complaint;
 - any further recourse open to them if not satisfied with the outcome;
- implement any determined actions to resolve or bring the matter to a close.

Roles and Responsibilities

The Executive Lead will be ultimately responsible for ensuring the appropriate management of complaints, but in the first instance will delegate the responsibility to a Complaints Officer.

All complaints received via the Complaints Portal will be assigned to a Complaints Officer. The Complaints Officer in a timely manner will assesses all complaints received via the Complaints Portal and communicate with the Complainant regarding the receipt of the complaint, the outcome of the initial assessment, and what, if any, next steps to resolve the matter will be undertaken.

Depending on the seriousness of the complaint, the Complaints Officer may refer the complaint to Senior Leadership Team (SLT), including the Executive Lead, for further action to address and/or resolve the matter. The SLT or Executive Lead may either advise the Complaints Officer on the action to be taken or take over the management of the complaint.

All complaints received via the Complaints Portal will be recorded on a Complaints Register. The Complaint Register will list the date the complaint was received, the date receipt of complaint acknowledged, outcome of initial assessment, whether further investigation is warranted, the outcome of any investigation, the date complainant advised of outcome, and the status of the complaint. The Complaint Register will also record the name and contact details of the

complainant, but these details will only be available to Complaints Officer managing the complaint.

The Complaint Register will be utilised to compile an annual report to the CPD Home Board on the number, nature, status and outcomes of complaints received. This report will inform the Executive Lead and the CPD Home Board in reviewing the management of complaints and assessing if any modifications to operations or policies, procedures or processes may be required.

The Complainant must not make a complaint if:

- the matter that has given rise to the intended complaint would be better addressed under the Whistleblower Policy or the Reconsideration, Review and Appeals Policy; or
- if the complaint is being made with the intention of being frivolous, malicious or vexatious.

Action

In responding to a Complaint CPD Home may:

- note the complaint;
- reject the complaint if assessed as being frivolous, malicious or vexatious;
- investigate the complaint, advising the outcome and any action to be taken to resolve the matter or as a consequence; and
- where appropriate, facilitate a resolution of the matter with the complainant and/or between the complainant and the person or entity directly involved in the matter that gave rise to the complaint.
- take action to fix the matter or correct an incorrect application of our policies or procedures
- apologise to you;
- give you more information about how your matter was managed or a further explanation of our policies or procedures; and
- undertake to review our practices, policies or procedures.

Related Documents / Legislation

The following documents are related to this policy.

1. Dpl Limited Code of Conduct
2. CPD Home Reconsideration, Review and Appeals Policy
3. CPD Home Whistleblower Policy

Appendices

1. Glossary

Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	August 2024	Updated Introduction to reflect the joint ownership of CPD Home. Replaced CEO with Executive Lead, and Senior Management with Senior Leadership Team to reflect current SOP. Replaced AMA (WA) Board with CPD Home Board, and AMA (WA) Code of Conduct with dpl Limited Code of Conduct. Removed unrelated glossary terms and inserted a definition for 'Complaint Register'.

Appendix 1

Glossary

Term	Definition
Complaint	Dissatisfaction or concern about the conduct or actions of CPD Home expressed in a written complaint submitted via the CPD Home Complaint Form by a: <ul style="list-style-type: none"> • Subscriber to CPD Home services; • CPD Home Education or Service Provider; or • Member of an CPD Home decision making or advisory entity.
Complaints Officer	A CPD Home staff member trained in complaints handling and delegated the responsibility for managing a complaint.
Complaint Register	A record of declared complaint listing to whom they apply, the nature and extent of the complaint and any steps taken to address it.
Frivolous report or complaint	The matter giving rise to the report or complaint is minor or trivial, vague or poorly explained inhibiting its investigation, or unable to be substantiated?
Malicious report or complaint	A report or complaint that appears to be motivated by a purpose that is dishonest and intended to cause harm.
Vexatious report or complaint	A report or complaint that is falsely made, unwarranted or made repetitively, or made for some other collateral purpose such as to cause delay or disruption, gain leverage or cause disadvantage or to harass or annoy.